



# IOWAccess Project Concept Paper

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1. Email completed copy to the IOWAccess Manager: [malcolm.huston@iowa.gov](mailto:malcolm.huston@iowa.gov)
  2. Send signed hard copy to Malcolm Huston, IOWAccess Manager, DAS-ITE, Hoover B Level, Des Moines, IA, 50319-0150.
  3. Contact ITE or vendor to prepare for project.
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**Date** February 15, 2010

**Project Name** Enterprise Licensing System expansion

**Requesting Agency** DAS-ITE

**Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c?** No

**Project Point(s)-of-Contact (include name and phone number)** Malcolm Huston; 515-281-0393

**Project Sponsor (include name and phone number)** Mark Uhrin; 515-281-1585

## **Business Case Justification**

Because of provisions in its contract, the commercial off the shelf (COTS) licensing system jointly procured by the licensing boards of medicine, dentistry, and nursing allows for rapid adoption by other boards. Several agencies including Bureau of Professional Licensure, Professional Licensing Division, Department of Public Safety, Iowa Workforce Development, attended a demonstration and discussion session addressing the ability to expand the system to include other agencies. The first step in this consideration of an Enterprise Licensing System is to perform a Scope Analysis resulting in a timeline and cost projection to see if this concept is viable.

**Expected Results in this Project** The Scope Analysis will provide the State with a timeline for expanding the current licensing project to interested agencies, plus a quotation on expansion costs.

**Recipients of this Service** The above agencies, their license or permit holders and the public that wishes to research licensees/permit holders.

**Request (include dollar amount and description of what will be purchased - i.e. services, hardware, software)**

## **Project Timeline**

<b>Phase</b>	<b>Start Month/Year</b>	<b>End Month/Year</b>	<b>Estimated Amount</b>
<b>Scope Analysis</b>	March 2010	April 2010	\$35,000
<b>Design</b>			
<b>Implementation</b>			

**Resources Being Contributed (people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars)**

Agencies will provide staff resources for a brief period while the vendor interviews them regarding their specific needs.

## IOWAccess Advisory Council Scoring Factors

Each IOWAccess Advisory Council member assigns a 1 to 10 point value on the following factors to your project proposal. These scores, plus your presentation before the Council and various discussion points, form the basis for the Council's decision on your proposal. Address each factor below:

### 1. Statutory requirement or other mandate

**Is the project required by law or regulation, or is it needed to comply with state IT standards? Does the project fulfill a new mandate or is it required by existing law? Is it required by IT standards or necessary to interface with existing application?** This project furthers the current Executive Order and anticipated legislation requiring consolidation of information technology services.

### 2. Other funding source(s)

**What other funding sources have been investigated and what were the results? Have they been applied for? What is available? Have transaction or other customer fees been considered? Is there a return to the IOWAccess Revolving Fund through transaction fees? Highest ranking for seeking/receiving outside funding.** Some agencies receive funding through the online provision of licenses, which may offset some of their share of the project costs.

### 3. Improved citizen access to government information

**How is citizen access to government enhanced? Greater convenience? Better reliability? Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use? More secure? The greater the degree of citizen access to information, the more points.**

Integration of licensing services will provide citizens a single point of entry when looking to apply for, renew or research licenses and permits issued by the state.

### 4. Impact on citizens or the business they conduct with the governmental entity

**What segment of the citizen population is affected? Is this just a select group or the public as a whole? How does the proposed solution meet an identified need vs. a "nice to have"? Is the primary beneficiary the citizen vs. does this enhance the entity's ability to serve the citizen? Highest ranking for most citizens served.**

Any citizen that currently receives a license or permit is potentially to gain from this expansion. CY09 figures show approximately 40,000 licenses or permits were applied for from the above agencies. In addition, the media or general public will have simpler, more uniform access to research license/permit holders and any publically available information related to them.

### 5. Enhanced access to government information/ greater interactivity

**How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.**

The expansion will replace the current siloed licensing applications with an integrated user experience, whether it be a person being licensed or an object/action being certified or permitted.

## 6. Collaboration

**Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. (May be demonstrated by letters of commitment from other entities.)**

This project is primarily intended to integrate permitting and licensing under a single umbrella that will be available to all state entities.

## 7. Chance for success

**Describe why the project is well placed for success. Realistic timeline? Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.**

There is a high chance for success as this COTS package is already in use and field-proven in a number of states and Canadian provinces. Expansion to other agencies will build on the successful implementation by the original three licensing boards.

## 8. Estimated financial cost/benefit

**Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.**

This cannot be addressed at this stage as estimated expansion costs will not be known until the Scope Analysis is complete.

## 9. Transparency

**How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.**

This provides for extreme transparency in that citizens will go to one common portal to apply for or research either a license, permit or certification. To the citizen, there will be one State of Iowa licensing presence serving all of their needs.

## 10. Efficiency

**Why is this project the "best" solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.**

This project expands the reach of a system that is already being put in place to service multiple licensing boards. The expansion replaces segmented, unrelated licensing systems that were developed at different times, using different methods and approaches. Maintenance of the single enterprise solution will be done centrally and the system can be configured to accommodate licensing requirements for additional board without reliance on an outside vendor.

# Acknowledgement of Conditions for Approval of IOWAccess Project

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## Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that are applicable to “participating agencies”, the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) - Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

## IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

## Guidelines for Costs

### Allowable costs

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To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.

- ✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

## Reasonable costs

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A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

## Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

## Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
  - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
  - ✓ The amount of reimbursement requested,
  - ✓ Period of time covered by request,
  - ✓ A comprehensive description of the items covered by the request, and
  - ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.

- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

## Sponsor Monthly Status Reports

No later than the 21<sup>st</sup> day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

## Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

## Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

“Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final.”

## Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

_____ Sponsor Signature	_____ IOWAccess Manager Signature
_____ Date	_____ Date